**2022 – ALL SURVEY RESULTS**

The surveys were emailed to all active employees at KSCL, and the results were kept completely confidential. The goal of these surveys is to get a better understanding of how employees are feeling so we can try and implement changes that will make KSCL a better place to work.

The response rate for:

* Permanent Employees was 81% (57 out of 70)
* Casual Employees was 53% (18 out of 34)

Response increased 23% from 2021 which is a positive step forward.

**PERMANENT EMPLOYEES**

**Overall evaluation of employment experience and job satisfaction**

* 91% of employees responded that they have the materials and equipment needed to do their job.
* 82% of employees feel they get the opportunity to do what they do best every day.
* 75% of employees are proud to say they work for KSCL.
* 81% of employees would refer someone to work for KSCL and 19% said they would not.
* 70% of employees feel that KSCL is succeeding at making sure the environment is healthy and safe.
* 88% of employees feel their worksite provides respect to one another and 12% feel that it does not.
* 97% feel that they are contributing to a respectful work/team environment.
* 95% of employees believe in KSCL’s Mission Statement.
* Employees feel that KSCL could improve by providing more appreciation
	+ **Suggestions were:**
		- **bigger events, birthdays off, increased H/W benefits, local gift cards not franchise, more days off**
	+ To address:
		- Bigger Events: We’ve asked - majority of employees say no.
		- Birthdays off & HW Benefits & more days off – Collective Agreement/follow CA
		- Local gift cards – yes we can change this
* 50% feel that KSCL could communicate more clearly and more often.
	+ **Suggestions were:**
		- **More social media activities**
		- **Who to call when Admin staff away**
		- **Positive feedback about Denise**
	+ To address:
		- We now have a dedicated Admin staff posting monthly, if not weekly – events, information, and ShareVision has regular updates on home page, Emma is doing the monthly newsletter
		- Admin staff will ensure changing voicemail, email to say they are away and when back in.
		- Nice to hear positive feedback on the support that HR is giving employees. One of the main reasons we wanted dedicated HR department is to provide the supports to employees quickly and on top of recognition of employees
* 42% of employees stated they have had a concern/issue that was never resolved
	+ **Suggestions were:**
		- **Issues never go past the SRCW**
		- **Electrical outlets reported to OH&S**
	+ To address:
		- This result means there is 24 employees (42%) who feel they didn’t get a resolution. With 2 comments given, it’s difficult to understand what the issues were. Therefore, it would seem the employees who answered this way didn’t want to say due to not getting the answers they wanted, or a decision they wanted. Sometimes the results are hard to accept and an employee can’t get past this decision, or the decision was based on the bigger picture of policy/procedure, or Collective Agreement, or simply staffing. An example of this would be a staff not being able to adjust their schedule to attend school.

**Employee Satisfaction**

* 79% of employees feel that their SRCW keeps them informed on new updates or changes
* 74% felt that their SRCW provides continuous feedback to their performance
* When asked how KSCL could improve employee satisfaction:
	+ 56% said more recognition
		- comments to this was getting more verbal/sincere recognition and others asked for formal recognition in the Newsletter.
	+ 25% making sure the environment is healthy and safe
		- all issues to OH&S committee
	+ 51% communicating more clearly and more often
		- Some staff say too much monthly, too many email, some say not enough – hard to balance and get it right. See monthly staff meetings, newsletters and Socials.

**Employee/Management feedback**

* **42% feel that Manager on Call could improve on sick/last minute call out process, 30% OT information, 30% emergency procedures, 30% reportable and 42% other**
	+ Lots of positive comments specific to Manager on Call being helpful
	+ 49% feel that KSCL Management communicates well and is helpful to them.
	+ To address:
		- There’s 58% asking for improvement. The manager on call does their best to understand the issue and sometimes the issue can not be answered by the On-Call Manager (such as pay details), and the staff will have to wait until the next day for answers. This will always be there, so expecting the Manager on Call to know all is not fair and can not be changed. The manager on call can however troubleshoot with the Employee and support the situation and won’t leave the Employee lost for what to do next. So it’s a team effort to find the solutions.

**Training/Professional Development**

* 91% of employees feel that they have received the training needed to do their job well
* 65% of employees feel that KSCL provides enough training

When asked what other types of Training and PD they would like to see offered, here are some of the suggestions:

* More in person workshops/training
* Incident reporting
* Mental Health
* Autism training
* Cooking/Nutritional training
* Share vision training
* Sign Language
* Medication training
* Online dating/social meeting safety training (to support people)

**Teamwork/Communication**

* 63% feel that the newsletter is valuable. Some suggestions to add to the newsletter includes: Person Centered Success stories, more about employees and individuals we support, update on housing project and specific staff appreciation.
* 65% of employees feel heard when they have a concern
* 66% of employees are not happy with the communication, and feel that management as well as fellow coworkers need to communicate more often and more clearly
* 7% of employees are not aware of the LifeWorks EAP that is available
* 61% of employees have been on KSCL’s Facebook and Instagram page

**Employee Appreciation**

* 67% of employees received recognition or praise for their work within the last month
* When asked “what does staff appreciation mean to you”? Employee responses included little things like gift cards, goodies at meetings, more often small gestures, active listening and acknowledging employees who practice Person Centered support
* Suggestions included implementing Casual recognition (years of service).

Results of ratings of current appreciation initiatives:



Some new suggestions for employee appreciation:

* Person Centered Success stories
* Team building exercise
* Improve working conditions (residential site condition)
* Formal recognition in newsletter
* ED and Management to visit houses and get to know employees and observe day to day.
* Second fridge at 29th street
* Paid day off for Birthday
* KSCL Events – bowling, casino etc. Opportunities to get together as a team.

**CASUAL EMPLOYEES**

**Overall evaluation of employment experience and job satisfaction**

* 100% of casual employees are proud to say they work for KSCL
* 100% of casual employees would refer someone to work for KSCL
* 89% of casual employees have read their job description and know what is expected of them, 11% have not
* 94% feel that they have the materials and equipment to do their job well
* Reasons for which a Casual Employee would quit include better wage, burnout, co workers not focusing on person centered care
* When asked “if you could change one thing about your job, what would it be”? Answers included less processed food for individuals, reduce shift requirements per month from 5 to 3, more funding for client support and housing maintenance, consistent meal planning and a new fridge at 29th street
* 94% of casuals appreciate the flexibility in being able to build their own schedule and hours and commented on this is the reason that they stay with KSCL.
* 78% of casual employees feel heard when they have a concern
* 28% of casual employees have had a concern that was never resolved
* 94% of casuals are aware that must be available to work a minimum of 5 shifts per month

**Training/Professional Development**

* 83% of employees feel that KSCL provides enough Training and Professional Development

When asked what other types of Training and PD they would like to see offered, here are some of the suggestions:

* Understand individuals’ health issues
* Yoga for staff and participants
* Kim Barthel – Trauma workshop
* Training to help bridge the gap between ADMIN and STAFF
* D.O.T training for new staff
* Mental Health
* More Lumina Training

**Teamwork/Communication**

* 78% of casuals feel like they are contributing to a respectful work/team environment
* 17% of casuals are NOT aware that OH&S Meeting minutes are in Sharevision
* 56% of casuals are aware of and have read KSCL’s strategic plan
* 39% are not aware that they can bring suggestions to their SRCW or Program Manager to help determine where funds are spent
* 33% have not been on KSCL’s social media pages

**Employee Appreciation**

* 83% received recognition or praise for their work in the last month
* Out of all the current casual employee appreciations things we do, the $30 Health and Wellness reimbursement, gift cards & yearly event nights were the most appreciated.

Some new suggestions for employee appreciation:

* Community discounts
* Gift cards
* Staff recreation activities (skating, skiing, yoga)
* Random draws for prizes

**FAMILY/CAREGIVERS**

We had a total of 18 respondents for this survey which is a slight decrease from 2021.

* 67% feel that information on KSCL services is easily accessible and 11% do not.
* 76% would recommend KSCL services to someone else.
* 33% received an information handbook on KSCL and 67% did not.
* 83% agree that KSCL respects the confidentiality of the individual served and their family/network.
* 67% agree that KSCL/Home Share providers provide the individuals served with information about life choices and supports them with their decisions, 22% neutral and 11% disagree.
* 83% feel that the individual is supported by KSCL staff/Home Share provider to understand their Rights & Responsibilities and 17% do not feel they are supported.
* 56% agree that the individual served is involved in their ISP. 28% neither agree nor disagree and 17% disagree.
* 71% agree that the individual is treated with priority and respect. 18% neither agree nor disagree and 12% disagree.
* 89% agree that KSCL programs promote and adhere to safety.
* What method is most effective when providing feedback or addressing concerns?

77% Telephone

41% Email

6% Communications book

35% In Person

29% Text

12% Other

When asked for additional feedback, here are some of the comments:

* Teaching more life skills
* Far too much paperwork
* Additional home visits from health care professionals

**PERSONS SERVED**

20/20 Responses (10 were done manual/paper)

* 10 were from a Residential Group Home
* 2 from Home Share
* 2 were with Employment program
* 11 were from CO/Bigby Day Program
* No responses from Youth/Teen
* 1 were a part of Respite program
* 84% liked their programs and 3% said they sometimes liked their programs.
* 95% said they liked their home (50% KSCL home, 11% Home Share, 22% with their family and 6% with another agency home
* When asked if the individuals get to do things in their community, 75% said yes/15% sometimes/5% NO/5% n/a
* 80% said they have opportunities to make friends and hang out with them and 10% said they are sometimes given the opportunity and 10% said they are not.
* 100% can get into KSCL buildings or their own home easily
* 85% feel treated with respect by the KSCL Staff and/or home share provider
* 89% feel that their privacy is respected
* 65% know what their Rights and Responsibilities are and 35% said they know ‘some’ of them
* 85% are a part of their yearly planning meetings and 15% chose N/A
* 94% feel they get to learn new things and practice them at KSCL, in their home or in the community
* 100% feel they are participating in activities/events that are important to them
* 83% do not know who to speak to at KSCL if they have questions, concerns, or comments but 88% receive help that is needed when they do speak to someone.
* 50% of the individuals have an information handbook from KSCL and 50% do not.
* How could KSCL do better?
* ***Teach more life skills so I can live in my own place, and community***
* ***More evening programs for Homeshare providers to help keep me busy in the afternoons and weekend***
* When asked what they like best about KSCL they answered:
* ***Staff and Christmas Party***
* ***Their home***
* ***Staff are always there for them***
* ***Socializing***
* ***Support from home and staff***
* ***Day Program outings and hockey games!***

**BOARD OF DIRECTORS**

9 Board members participated in this survey.

**Strategic Plan**

* 100% have read the most recent Strategic Plan for KSCL
* 89% agree that the meeting agenda clearly reflects the Strategic Plan & 11% neither agree nor disagree
* 89% agree that the Board gives direction in relation to KSCL goals and priorities and 11% disagree
* All board members are aware of what is expected of them
* 89% agree that all members participate in important board discussions and 11% disagree
* 78% agree that all board members support the decisions they make and 22% disagree.

**The President**

* 100% agree that the President does a good job of encouraging and dealing with different points of view
* 100% agree that the President is well prepared for Board Meetings
* 100% agree that the President is skilled at managing different points of view
* 56% agree that the President can be direct with an individual board member when their behavior needs to change. The rest neither agree nor disagree.
* 78% feel that the President is effective in delegating responsibility amongst the members. The remaining 22% neither agree nor disagree.

**The Executive Director**

* 89% agree that there is good two-way communication between the Board and the ED.
* 89% agree that there is a clear understanding of where the Board’s role ends and where the ED’s begins.
* 100% agree that the ED has been formally evaluated by the Board of Directors in the past 12 months
* 89% agree that the Board ensures that the ED can take advantage of PD opportunities
* Comments expressed appreciation for the ED’s level of preparedness and knowledge.